GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

ELECTIONS – Establishment of State Call Center – Providing of Manpower in the State Call Center – Sanction of expenditure – Orders – Issued.

GENERAL ADMINISTRATION (ELECTIONS.C) DEPARTMENT

G.O.RT.No. 1863 Dated: 27-11-2020

Read the following:

1. Govt. Letter No:13022(35)/28/Elecs.C/A1/2018-1, Dt.20-11-2018.
2. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada., Letter No.AEIPL/COE-AP/2019/1103, Dated 11th March, 2019.
3. Govt. Letter No.13022(35)/28/Elecs.C/A1/2018, Dt.14-08-2019.
4. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada., Letter Dated 7th November, 2019.
5. Govt. Letter No.13022(35)/28/Elecs.C/A1/2018-4, Dt.25-08-2020.
6. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-20 20110156, Dt.04-11-2020.
7. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-20 20110157, Dt.04-11-2020.
8. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-20 20110158, Dt.04-11-2020.
9. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-20 20110159, Dt.04-11-2020.
10. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-20 20110160, Dt.04-11-2020.
11. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-20 20110161, Dt.04-11-2020.

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O R D E R :

In the reference 1st read above, the agency M/s Akshara Enterprises, Vijayawada was selected for establishment of Call Center with Infrastructure and Manpower as per the quantity and rates (excluding taxes) as detailed below:

Sl. No.	Configuration	Qty	Unit Price Per month	Total Price per month
01.	Seat cost including Furniture, House Keeping, Electricity & Network Wiring and Office Space.	5	19,500	97,500
02.	Call Center Executive	5	21,900	1,09,500
03.	Team Leader	1	37,000	37,000

2. In the reference 2nd read above, the agency had informed that at the time of post inauguration and press meet on 17-12-2018, since the call volumes surged during the critical phases of elections from few hundred in a day to few thousands in a day, it has been decided to wrapped up the call center in 2 shifts from the next day with 10 resources in each shift, accordingly, the agency had provided the manpower with 10 resources in each shift in two shifts. After examining the matter in detail, in the reference 5th read above, a revised work order for the following Infrastructure and manpower has been issued to the agency for settlement of claim:

Sl.No.	Configuration	Qty.	Unit Price	Total Price
01.	Seat cost including furniture, Housekeeping, Electricity & Network wiring and Office Space	10	19,500	1,95,000/- PM
02.	Call Center Executive	20	21,900	4,38,000/- PM
03.	Team Leader	1	37,000	37,000/- PM

(P.T.O)

3. In the references 6th to 10th read above, M/s Akshara Enterprises India Pvt. Ltd., Vijayawada has furnished invoices for the settlement of claim.

4. After careful consideration of the matter, sanction is hereby accorded for payment of an amount of Rs.33,63,000/- towards providing of manpower i.e., twenty (20) Call Center Executives in two shifts and one (1) Team Leader in the State Call Center established at Vijayawada for the period from 01-02-2019 to 31-07-2019 including taxes as detailed below:

Sl. No.	Invoice No. and Date	Configuration & Quantity	Period	Total Price
01.	ARIAP-20 2010156, 04-11-2020	20 Nos. Call Center Executives and 1 Team Leader	01-02-2019 to 28-02-2019	5,60,500
02.	ARIAP-20 2010157, 04-11-2020	-do-	01-03-2019 to 31-03-2019	5,60,500
03.	ARIAP-20 2010158, 04-11-2020	-do-	01-04-2019 to 30-04-2019	5,60,500
04.	ARIAP-20 2010159, 04-11-2020	-do-	01-05-2019 to 31-05-2019	5,60,500
05.	ARIAP-20 2010160, 04-11-2020	-do-	01-06-2019 to 30-06-2019	5,60,500
06.	ARIAP-20 2010161, 04-11-2020	-do-	01-07-2019 to 31-07-2019	5,60,500
			Total	33,63,000

5. The expenditure sanctioned in para (4) above shall be debited to **"2015 – Elections – M.H. 108 – Issue of Photo Identity Cards to Voters – SH (04) – Photo Identity Cards to Voters – 280 - Professional Services / 289 Service based Professional Services"** and shall be met from the funds provided under Budget Estimates 2020-21.

6. The General Administration [Claims.B] Department is requested to draw the amount sanctioned in para (2) above and credit in favour of **"M/s Akshara Enterprises Pvt. Limited, Account No.50200028499367, HDFC Bank, Jubilee Hills, Hyderabad, IFSC Code No.HDFC0003817, PAN No.AAPCA1720R.**

7. The Deputy Pay and Accounts Officer, Velagapudi is requested to admit the bills against the funds provided in Budget Estimates 2020-21.

8. This order does not require the concurrence of Finance Department as per rules in force.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K.VIJAYANAND
CHIEF ELECTORAL OFFICER &
E.O.PRINCIPAL SECRETARY TO GOVERNMENT

To
The General Administration (Claims.B) Department (We.)
The Deputy Pay and Accounts Officer, A.P., Sectt., Velagapudi.,
Copy to:
M/s Akshara Enterprises India Pvt. Ltd., Vijayawada.
The Accountant General, Andhra Pradesh, Vijayawada.
Sc/Sf.

//FORWARDED :: BY ORDER//

SECTION OFFICER